

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Serial Number: 10/741,797  
Filing Date: 12/19/2003  
Applicant(s): Thomas E. Creamer, et al  
Entitled: SUBSCRIBER SERVICE MANAGEMENT  
Examiner: Binh Kien Tieu  
Group Art Unit: 2643  
Attorney Docket No.: BOC920030111US1 (1082-015U)

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Mail Stop Amendment  
Commissioner For Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

AMENDMENT

Sir:

In response to the Non-Final Office Action mailed May 5, 2006, please amend the claims of the above-referenced patent application (the "Patent Application") and please further consider the following remarks establishing the patentability of the amended claims of the Patent Application.

Amendments to the Claims begin on page 2 of this paper.

Remarks/Arguments begin on page 6 of this paper.